

SAMPLE MEASURABLE PERFORMANCE EXPECTATIONS

- Respond to customer requests/complaints within (no. of hours/days) to result in (greater customer satisfaction).
- Make suggestions to supervisor for improving (#) work processes by (date) which will benefit (Unit/Section/District/Department).
- Achieve _____% customer survey feedback rated at the (Meets Requirements or higher) level.
- Reduce the number of (name of document) that have to be redone/recalculated/etc by _____% by (date).
- Achieve _____% accuracy rate on (reports, plans, invoicing, etc)
- By the end of (date), develop a new (procedure, process, system) for (name of Unit/Section/District) to result in greater efficiency.
- Improve the visual appearance/safety of _____% of highway mileage by repairing signs/guardrails/stripping/etc. by (date).
- Work with supervisor to establish public service goals and standards by (date) and determine/implement specific improvements needed in current levels of performance/service by (date).
- Maintain production rate at an average of (# of units) per day through the end of this rating period.
- By the deadline agreed to with (Name), complete the following tasks/projects: (provide list of tasks/projects).
- Complete biweekly, project, etc., activity reports by (specified time/day of week/month).
- Cross-train with (Name) for (specified periods) to develop (identify type skill) skills.
- Implement (program/process/system) by (date) without interruption of service while maintaining current accuracy rate of _____%.
- Process (#) documents daily with no errors.
- Average (minutes/hours/days) response time per customer inquiry.
- Deliver all (mail/supplies/parts/signs/etc.) to proper locations on time, with no accidents/traffic violations.
- Complete draft of (project proposal, etc.) by (date).

- Improve the quality of (work process) by (date) through methods improvements and operator involvement.
- Eliminate defects within (program/process/system) by (date) through the use of skills training, standard/improved work procedures, etc.
- Train (unit/subordinate) employees to independently perform (task) by (date) to provide backup support.
- Implement (automated process/etc.) by (date) to track (project/process)
- Become proficient in/with (computer software, tasks, duties) by demonstrating (activity) by (date).
- Maintain _____ % overall attendance rate, excluding FMLA usage.
- Meet structured training requirements for your current position by completing all training on/before (date).
- Conduct (# of) meetings, site visits, inspections, etc., with (Name) by the end of the rating period that will result in (some improved work process).
- Maintain an accident/incident-free safety record this rating period.
- Develop and implement (program/process/system) by (date) which results in (greater unit/Section/District efficiency or other reasons for doing).
- Commit to delivering a quality product, as demonstrated by the absence of customer complaints this rating period.
- Review/revise (program/process/system) by (date) to ensure that (reason for doing).
- Determine schedule (days, weeks, months) in advance, which (areas, parcels, locations, buildings, facilities...) need to be (mowed, cleaned, cleared, trimmed, repaired, painted, etc.) to improve visual image/appearance.
- Reduce number of job-related accidents/incidents by _____ % through training and/or (workshops).
- Reduce overtime expense from \$_____ to \$_____ by the end of this rating period.